



Juan Fregoso <juan.fregoso@lacity.org>

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## Fwd: Customer Service Request - Ticket #: 741601 Opened

1 message

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**Steve Jaramillo** <steve.jaramillo@lacity.org>  
To: Juan Fregoso <juan.fregoso@lacity.org>

Fri, Feb 15, 2019 at 9:16 AM

Hey Juan,

Our office received a call from a Kelly Chun who called our office regarding the area of Glendale Blvd from Allesandro Blvd to Scott Avenue. I filled a service request with Caltrans regarding her pothole request. Kelly mention an issue with the homeless trashing the area next to Allesandro.

She can be reached at 323-663-0296.

----- Forwarded message -----

From: **Caltrans Division of Maintenance** <[No\\_Reply\\_Address@dot.ca.gov](mailto:No_Reply_Address@dot.ca.gov)>  
Date: Fri, Feb 15, 2019 at 9:14 AM  
Subject: Customer Service Request - Ticket #: 741601 Opened  
To: <[steve.jaramillo@lacity.org](mailto:steve.jaramillo@lacity.org)>

Thank you for taking the time to send Caltrans a Customer Service Request and for helping the Department repair California's aging transportation infrastructure. Caltrans staff will send an email to the address you used to contact us, confirming that we received this highway service request, with a confirmation number for the job. We handle service requests Monday through Friday from 8 a.m. to 4 p.m. and will address this as soon as possible.

If you need to talk to us about this, please call 916-654-2852. If this is an emergency, please call 911 or the highway patrol.

We sincerely appreciate your concern and request. Thank you for letting Caltrans staff know about the issue so we can repair it as soon as possible.

<b>Type of Situation:</b>	Roadway - Pothole
<b>CSR Ticket Number:</b>	741601
<b>Date Submitted:</b>	2019-02-15 09:14:27
<b>California County:</b>	Los Angeles
<b>State Highway Route:</b>	2
<b>Direction of Travel:</b>	Both
<b>Nearest Cross Street:</b>	Alvarado Street
<b>Nearest Town or City:</b>	Los Angeles
<b>Mode of Transportation:</b>	Car
<b>Date &amp; Time Situation Noticed:</b>	2019-02-15 8 am - 9 am
<b>Nature of Situation:</b>	There are several potholes on 2 Southbound on Glendale Blvd from Allesandro Blvd to Alvarado Street. These potholes are slowing traffic as motorist as swerving to avoid them. This portion of Glendale Blvd is maintain by Caltrans as it is a California Highway.
<b>Geographic Location of Situation:</b>	On Glendale Blvd when you exit the 2 freeway and headed southbound.
<b>Your Email Address:</b>	<a href="mailto:steve.jaramillo@lacity.org">steve.jaramillo@lacity.org</a>
<b>Your Name:</b>	Steve Jaramillo
<b>Your Phone Number:</b>	213-207-3015



**Steve Jaramillo**

Council Aide/Special Assistant

Office of Councilmember Mitch O'Farrell, 13th District

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